

LCN Fund Full Submission

Supplementary Answer Form

Tick if this answer is Confidential: ☐

Tick if this answer has been provided verbally: ☐

Project code:	UKPNT205	Question Number	UKPNT205 - 33
Question date	3 October 2013	Answer date	11 October 2013
Submission section question relates to	Expert panel bilateral		
Topic	Learning		
Question	How would you ensure that learning from the project would inform the future roll out of DSR to relieve network constraints?		
Notes on question			
Answer	<p>We recognise that the project will be delivering and capturing learning on Demand Side Response (DSR) with the fuel poor which will be influential to the DSR market and its future roll out.</p> <p>The project will capture key learning on DSR through the application of a Time-of-Use tariff. Learning will include but not limited to how the tariff:</p> <ul style="list-style-type: none"> - affects the fuel poor customers' energy usage pattern; - an understanding of how and why the fuel poor customer is responding; and - how this interaction and behaviour change impacts the network. <p>Furthermore, process understanding of the impact of deploying tariffs to fuel poor customers on:</p> <ul style="list-style-type: none"> - smart prepayment meters; and - living in multiple dwelling unit buildings. <p>Together this will generate consumer protection learning.</p> <p>The project has in place three dedicated functions to ensure that learning captured will be disseminated to the full set of relevant stakeholders that will benefit from the project's learning. These mechanisms include, the Successful Delivery Reward Criteria (SDRC) - SDRC 9.5: <i>Energy Shifting</i> and SDRC 9.6: <i>Knowledge Dissemination</i> and the Workstream 4: <i>Knowledge Dissemination</i>.</p>		

	<p>As highlighted in our full submission within section 5, products will be available to DNOs and other stakeholders on the project learning. These include: reports; marketing materials; log of lessons learned; customer survey feedback and FAQ document.</p> <p>UK Power Networks along with British Gas and the V-CEE partners are committed to sharing the wealth of insight that the project will deliver.</p> <p>We acknowledge at the second bilateral presentation that the Expert Panel sought reassurance that the learning's around customer protection would be shared with other DNOs and suppliers. As outlined in our UKPNT205 – Q30 response: British Gas are committed to sharing learning from the project openly with other DNOs and suppliers with respect to customers' unintended exposure to additional costs, and how they can be protected under current regulatory regimes and any regulatory changes which would assist.</p> <p>Furthermore, within our resubmission, we have made this explicitly clear with an addition to the two trials SDRC's, SDRC 9.3 and SDRC 9.5, that the project will deliver insights on customer protection.</p>
Attachments	
Verbal Clarifications (Consultants)	